

DEPARTMENT OF FAMILY SERVICES



FREQUENTLY ASKED QUESTIONS

Pennino Building – 12011 Government Center Parkway, Fairfax, VA 22035-1102

Administrative Offices: 703-324-7800 • Client Services: 703-324-7500; TTY: 703-222-9452

www.fairfaxcounty.gov/dfs

Q: Where can I call for help or advice on parenting or to report my concerns about possible child abuse or neglect?

A: Call the Child Protective Services Hotline at 703-324-7400 (711 Virginia Relay) 24 hours a day, 7 days a week. For a listing of parenting resources and programs visit www.fairfaxcounty.gov/dfs/parentingresource.

Q: At what age can a child be left home alone?

A: The county has developed guidelines that help in deciding when a child can be left unsupervised. Generally speaking, a child 7 years and under should not be left at home unsupervised for any period of time. For complete guidelines, call the Child Protective Services Hotline at 703-324-7400 (711 Virginia Relay), or visit the Department of Family Services Web site at www.fairfaxcounty.gov/dfs/childreneyouth/homealone.htm.

Q: Where can I find after-school care for my children?

A: Parents can call 703-449-8989 (711 Virginia Relay) to enroll their child in Office for Children's School Age Child Care program. In addition to the before- and after-school program, SACC operates summer and holiday programs during school break periods. Information about SACC is also available at www.fairfaxcounty.gov/childcare.

Q: How can I learn more about becoming a foster or adoptive parent?

A: Call the Department of Family Services Foster Care and Adoption Program at 703-324-7639 (TTY 703-222-9452). Or visit the DFS Web site at www.fairfaxcounty.gov/dfs and look for information about foster care and adoption.

Q: How do I apply for public assistance (Food Stamps, Medicaid, Energy Assistance, Temporary Assistance for Needy Families)?

A: You may apply for public assistance by mail, in person or through someone authorized to represent you. Appointments are not required for applications. For an application, office locations and hours or more information, call 703-324-7500 (TTY 703-222-9452) or visit the DFS Web site at www.fairfaxcounty.gov/dfs/publicassistance/publicas.htm.

Q: How do I apply for Medicare Part D and/or “extra help” for Medicare Part D?

A: Complete an “Application for Help With Medicare Prescription Drug Plan Costs” (form SSA-1020), by calling the Social Security Administration at 1-800-772-1213 or going online at www.ssa.gov. In addition, residents of Fairfax County and the cities of Fairfax and Falls Church may apply for “extra help” at any of the Department of Family Services offices.

Q: Where do I go for help in finding a job?

A: For information on One Stop and SkillSource Centers in the Northern Virginia area, call 703-533-5400 (TTY 703-533-5316) or visit www.myskillssource.org/home/index.asp. For more information and the location of area employment resource centers, visit www.fairfaxcounty.gov/dfs/employmenttraining/etonweb.htm.

Q: Where can I find information about assisted living facilities or nursing homes in Northern Virginia?

A: Call the Northern Virginia Long-Term Care Ombudsman Program at 703-324-5861 (TTY 703-449-1186) or visit their Web site at www.fairfaxcounty.gov/lombudsman.

Q: Who can I call if I suspect abuse or neglect (including self-neglect) of an elderly person or adult with disabilities?

A: Call Fairfax County's Adult Protective Services at 703-324-7450 (TTY 703-449-1186) if you are concerned about a specific individual. If you would like information about nursing homes or assisted living facilities or have a concern about a particular facility, call the Northern Virginia Long-Term Care Ombudsman Program at 703-324-5861 (TTY 703-449-1186). Or visit the program's Web site at www.fairfaxcounty.gov/aaa/ombud.

Q: I am trying to balance work and caring for my elderly relative. What types of resources are available to help us?

A: Call the Area Agency on Aging at 703-324-7948 (TTY 703-449-1186) and ask to speak with an aging information specialist who is available to assist older adults, caregivers and others seeking access to community resources. Caregiver-related resources may also be found at www.fairfaxcounty.gov/aaa.

Q: How can seniors get help with paying for prescriptions? What health services are available for low-income seniors without insurance?

A: Call the Virginia Insurance Counseling and Assistance Program intake line at 703-324-5851 (TTY 703-449-1186). A VICAP counselor can provide you with health care options, as well as sources for obtaining free or reduced-cost prescription medications. The VICAP Web site address is www.fairfaxcounty.gov/aaa/VICAP.htm.

Q: What services are available for persons with disabilities?

A: All Fairfax County government programs are available to persons with disabilities. Anyone wanting information or having difficulty accessing services or programs should contact Disability Services Planning and Development at 703-324-7948 (TTY 703-449-1186) or visit their Web site at www.fairfaxcounty.gov/dsb.



Fairfax County is committed to a policy of nondiscrimination in all county programs, services and activities and will provide reasonable accommodations upon request. To request this information in an alternate format, please call 703-324-5870; TTY 703-222-9452.